

Effective June 1, 2019

Hurricane Evacuation Guide



What you need to
know in the case
of an evacuation



Jacksonville Transportation Authority (JTA) is committed to helping our customers with special needs prepare for a hurricane. This guide has been prepared to help you understand what JTA services are available in the event of a **city-ordered evacuation due to a hurricane emergency**. Understanding the evacuation services that will be available during an evacuation order will help you **PLAN NOW** for the best option for your needs.

Key Points to Know

- **Evacuate early.** Make plans ahead of time. If possible, stay with friends or family members in a safe location. Public shelters are available as a last resort for any resident.
- **Please be patient.** Transport and transfer during a hurricane evacuation may take several hours.
- If available, **private vehicles** with family and friends are always the quickest and easiest alternative for evacuating.
- In an emergency, customers using JTA public transportation **cannot choose their shelter destination**.

Public Shelters

During an evacuation order, public shelters will be announced and opened by city emergency officials only.

If You Have Special Needs

When an evacuation order is issued, JTA will provide transportation for residents with special needs to a designated shelter.

Pre-registration with the city is required every year for special needs evacuation.

Registration **DOES NOT** carry over from year to year.

How to Register

Please call the City of Jacksonville Division of Emergency Preparedness at **(904) 630-3758**.

Once registered, JTA can transport customers to designated special needs public shelters.

Note: JTA must discontinue all regular and evacuation services at an announced cut-off time (determined by city emergency officials) to ensure residents and employees are in a safe location before hurricane effects are expected. This includes all modes of transportation.

In Summary

Please remember, it is **BEST** to make plans ahead of time and stay with friends or family members outside of the evacuation zone.

Public shelters are available as a last resort for any residents.

During an evacuation order, public shelters will be announced and opened by public emergency officials only.

Important Contact Information

**Jacksonville
Transportation Authority**
(904) 630-3100
www.jtafla.com

City of Jacksonville
(904) 630-CITY (2489)
www.coj.net

